

## EAST Search History

| Ref # | Hits | Search Query  | DBs   | Default Operator | Plurals | Time Stamp          |
|-------|------|---|---|------------------|---------|---------------------|
| L1    | 35   | (track\$4 with (consumer or customer) with access \$4) same feedback        | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR               | ON      | 2008/07/24<br>11:58 |
| L2    | 0    | (track\$4 with (consumer or customer) with view\$4 with web) same feedback  | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR               | ON      | 2008/07/24<br>12:11 |
| L4    | 26   | (track\$4 with (consumer or customer) with web) same feedback               | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR               | ON      | 2008/07/24<br>12:12 |
| L5    | 24   | l4 not l1   | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR               | ON      | 2008/07/24<br>12:12 |
| L6    | 0    | (track\$4 with (consumer or customer) with assecc \$4 with web)             | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR               | ON      | 2008/07/24<br>12:27 |
| L7    | 191  | (track\$4 with (consumer or customer) with access \$4 with web)             | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR               | ON      | 2008/07/24<br>12:28 |
| L8    | 9    | (track\$4 with (consumer or customer) with access \$4 with web) with cookie | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR               | ON      | 2008/07/24<br>12:29 |

|     |      |   |   |    |    |                     |
|-----|------|---|---|----|----|---------------------|
| L9  | 550  | ((tracking or trouble or service) near2 (ticket or number)) same (open\$3 or clos\$4) and feedback              | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/24<br>13:24 |
| L10 | 403  | ((tracking or trouble or service) near2 (ticket or number)) same (open\$3 or clos\$4) and feedback and assigned | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/24<br>13:26 |
| S1  | 5    | "701085".ap.  | US-PGPUB;<br>USPAT; EPO;<br>DERWENT                                     | OR | ON | 2008/04/26<br>13:19 |
| S2  | 0    | ("2004/0249786").URPN.  | USPAT   | OR | ON | 2008/04/26<br>13:20 |
| S3  | 2878 | (dabney-m\$ hill-d\$ trujillo-l\$ washington-m\$ lee-r\$ jennings-j\$ feola-c\$).in.                            | USPAT   | OR | ON | 2008/04/26<br>13:26 |
| S4  | 3    | belo.as.  | USPAT   | OR | ON | 2008/04/26<br>13:26 |
| S5  | 1    | (mass with audience with analysis)  | USPAT   | OR | ON | 2008/04/26<br>13:28 |
| S6  | 4465 | (dabney-m\$ hill-d\$ trujillo-l\$ washington-m\$ lee-r\$ jennings-j\$ feola-c\$).in.                            | US-PGPUB;<br>USPAT; EPO;<br>JPO   | OR | ON | 2008/04/26<br>13:28 |
| S7  | 21   | belo.as.  | US-PGPUB;<br>USPAT; EPO;<br>JPO   | OR | ON | 2008/04/26<br>13:29 |
| S8  | 448  | electronic with content\$ with management   | USPAT   | OR | ON | 2008/04/26<br>13:29 |
| S9  | 2    | ("2002/0059397").URPN.  | USPAT   | OR | ON | 2008/04/26<br>13:30 |
| S10 | 2126 | electronic with content\$ with management   | US-PGPUB;<br>USPAT; EPO;<br>JPO   | OR | ON | 2008/04/26<br>13:31 |
| S11 | 2    | (mass with audience with analysis)  | US-PGPUB;<br>USPAT; EPO;<br>JPO   | OR | ON | 2008/04/26<br>13:31 |
| S12 | 1    | S10 and S6  | US-PGPUB;<br>USPAT; EPO;<br>JPO   | OR | ON | 2008/04/26<br>13:32 |
| S13 | 434  | (survey\$ poll\$ questionnaire\$) and S10   | US-PGPUB;<br>USPAT; EPO;<br>JPO   | OR | ON | 2008/04/26<br>13:35 |
| S14 | 1137 | content with access\$4 with activity  | US-PGPUB;<br>USPAT; EPO;<br>JPO   | OR | ON | 2008/04/26<br>13:35 |

|     |       |   |                                 |    |    |                     |
|-----|-------|---|---------------------------------|----|----|---------------------|
| S15 | 85    | webform   | US-PGPUB;<br>USPAT; EPO;<br>JPO | OR | ON | 2008/04/26<br>13:35 |
| S16 | 64    | (helpdesk or (help near2<br>desk)) with (trouble or<br>work) with ticket  | US-PGPUB;<br>USPAT; EPO;<br>JPO | OR | ON | 2008/04/26<br>13:36 |
| S17 | 1     | S15 and S13   | US-PGPUB;<br>USPAT; EPO;<br>JPO | OR | ON | 2008/04/26<br>13:37 |
| S18 | 0     | S15 and S16   | US-PGPUB;<br>USPAT; EPO;<br>JPO | OR | ON | 2008/04/26<br>13:37 |
| S19 | 1     | S15 and S10   | US-PGPUB;<br>USPAT; EPO;<br>JPO | OR | ON | 2008/04/26<br>13:37 |
| S20 | 0     | S16 and S13   | US-PGPUB;<br>USPAT; EPO;<br>JPO | OR | ON | 2008/04/26<br>13:37 |
| S21 | 19401 | feedback near3 form   | US-PGPUB;<br>USPAT; EPO;<br>JPO | OR | ON | 2008/04/26<br>13:38 |
| S22 | 1     | S21 and S15   | US-PGPUB;<br>USPAT; EPO;<br>JPO | OR | ON | 2008/04/26<br>13:38 |
| S23 | 0     | S21 and S16   | US-PGPUB;<br>USPAT; EPO;<br>JPO | OR | ON | 2008/04/26<br>13:38 |
| S24 | 22    | S21 and S13   | US-PGPUB;<br>USPAT; EPO;<br>JPO | OR | ON | 2008/04/26<br>13:39 |
| S25 | 111   | ("4674043"   "4937863"  <br>"5023907"   "5537314"  <br>"5579222"   "5615312"  <br>"5710887"   "5740549"  <br>"5745681"   "5752238"  <br>"5765142"   "5799151"  <br>"5819092"   "5826242"  <br>"5848396"   "5873069"  <br>"5890137"   "6014638"  <br>"6236990").PN OR<br>("6519571").URPN. | US-PGPUB;<br>USPAT; USOCR       | OR | ON | 2008/04/26<br>13:40 |

|     |     |  |                                     |    |    |                     |
|-----|-----|--|-------------------------------------|----|----|---------------------|
| S26 | 24  | ("4674043"   "4937863"  <br>"5023907"   "5579222"  <br>"5615312"   "5710887"  <br>"5740549"   "5745681"  <br>"5752238"   "5799151"  <br>"5819092"   "5826242"  <br>"5848396"   "5873069"  <br>"5890137"   "5958012"  <br>"5963939"   "6249769").<br>PN. OR ("7165041").<br>URPN. | US-PGPUB;<br>USPAT; USOCR           | OR | ON | 2008/04/26<br>13:44 |
| S27 | 0   | ("2005/0149549").URPN.   | USPAT                               | OR | ON | 2008/04/26<br>13:45 |
| S28 | 426 | ("4659314"   "4718106"  <br>"4930011"   "5260778"  <br>"5446891"   "5446919"  <br>"5504675"   "5515098"  <br>"5636346").PN. OR<br>("5848396").URPN.  | US-PGPUB;<br>USPAT; USOCR           | OR | ON | 2008/04/26<br>13:51 |
| S29 | 17  | ("3534358"   "3618059"  <br>"3891980"   "4112926"  <br>"4157540").PN. OR<br>("4659314").URPN.  | US-PGPUB;<br>USPAT; USOCR           | OR | ON | 2008/04/26<br>13:59 |
| S30 | 5   | ((on adj line) or internet)<br>with (survey or poll) with<br>reader  | US-PGPUB;<br>USPAT; EPO;<br>DERWENT | OR | ON | 2008/04/26<br>14:02 |
| S31 | 22  | ("5180309"   "5893098"  <br>"5950172"   "5950213").<br>PN. OR ("6175833").<br>URPN.  | US-PGPUB;<br>USPAT; USOCR           | OR | ON | 2008/04/26<br>14:22 |
| S32 | 14  | ("5495412"   "5793365"  <br>"5895450"   "5904485"  <br>"5933811"   "6009410"  <br>"6029195"   "6112189"  <br>"6131085"   "6175833"  <br>"6247047"   "6308202"  <br>"6330551"   "6571234").<br>PN. OR ("7251607").<br>URPN.   | US-PGPUB;<br>USPAT; USOCR           | OR | ON | 2008/04/26<br>14:27 |
| S33 | 28  | ("5495412").PN. OR<br>("5895450").URPN.  | US-PGPUB;<br>USPAT; USOCR           | OR | ON | 2008/04/26<br>14:28 |
| S34 | 33  | (on-line or (on adj line) or<br>online or web) with<br>(trouble near2 shoot or<br>troubleshooting) with<br>technical   | US-PGPUB;<br>USPAT; USOCR           | OR | ON | 2008/04/26<br>14:50 |

|     |      |  |   |    |    |                     |
|-----|------|--|---|----|----|---------------------|
| S35 | 13   | ("5625818" "5819271" "5852435" "5862325" "5864871" "5892909" "5905981" "5937418" "6044205" "6088702" "6141007" "6148330" "6199082").pn.  | US-PGPUB;<br>USPAT; USOCR   | OR | ON | 2008/04/26<br>14:59 |
| S36 | 2    | "6643663".pn.  | US-PGPUB;<br>USPAT; EPO;<br>DERWENT                                     | OR | ON | 2008/07/07<br>14:13 |
| S37 | 26   | ("5819271"   "5852435"   "5862325"   "5864871"   "5892909"   "5905981"   "5937418"   "6044205"   "6088702"   "6141007"   "6148330"   "6199082").<br>PN. OR ("6643663").<br>URPN. | US-PGPUB;<br>USPAT; USOCR   | OR | ON | 2008/07/07<br>14:14 |
| S38 | 2968 | (customer near2<br>relationship near2<br>management) and<br>(feedback or response)   | US-PGPUB;<br>USPAT; USOCR   | OR | ON | 2008/07/07<br>15:04 |
| S39 | 37   | ("5819271"   "5852435"   "5862325"   "5864871"   "5892909"   "5905981"   "5937418"   "6044205"   "6088702"   "6141007"   "6148330"   "6199082").<br>PN. OR ("6643663").<br>URPN. | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/07<br>15:06 |
| S40 | 430  | (customer near2<br>relationship near2<br>management) same<br>(feedback or response or<br>commit or complaint)  | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/07<br>15:06 |
| S41 | 157  | (customer near2<br>relationship near2<br>management) same<br>(feedback or response or<br>commentt or complaint)<br>and (escalation or routing)                                   | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/07<br>15:49 |
| S42 | 94   | (customer near2<br>relationship near2<br>management) same<br>(feedback or response or<br>commentt or complaint)<br>and (escalation or routing)<br>and tracking                   | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/07<br>15:51 |

|     |      |   |   |    |    |                     |
|-----|------|---|---|----|----|---------------------|
| S43 | 94   | (customer near2 relationship near2 management) same (feedback or response or comment or complaint) and (escalation or routing) and tracking and number    | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/07<br>15:51 |
| S44 | 52   | (customer near2 relationship near2 management) same (feedback or response or comment or complaint) and (escalation or routing) and (tracking same number) | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/08<br>14:18 |
| S45 | 1362 | (customer or consumer) with (feedback or response or comment or complaint) and (help or trouble\$) with (center or desk)                                  | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/08<br>15:44 |
| S46 | 211  | (customer or consumer) with (feedback or response or comment or complaint) same (help or trouble\$) with (center or desk)                                 | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/08<br>15:46 |
| S47 | 94   | (customer or consumer) with (feedback or response or comment or complaint) same (help or trouble\$) with (center or desk) and tracking                    | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/08<br>15:46 |
| S48 | 19   | (customer or consumer) with (feedback or response or comment or complaint) same (help or trouble\$) with (center or desk) and escalation                  | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/08<br>15:51 |
| S49 | 0    | ("2004/0249786").URPN.  | USPAT   | OR | ON | 2008/07/08<br>16:15 |
| S50 | 1    | ("2004/0260947").URPN.  | USPAT   | OR | ON | 2008/07/08<br>16:17 |
| S51 | 1    | ("2005/0193055").URPN.  | USPAT   | OR | ON | 2008/07/08<br>16:34 |
| S52 | 0    | "2003011519"  | USPAT   | OR | ON | 2008/07/08<br>16:35 |

|     |    |                          |   |    |    |                     |
|-----|----|--------------------------|---|----|----|---------------------|
| S53 | 5  | "2003011519"             | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/08<br>16:35 |
| S54 | 2  | "20030115191"            | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/08<br>16:36 |
| S55 | 9  | ("2003/0115191").URPN.   | USPAT   | OR | ON | 2008/07/08<br>16:36 |
| S56 | 0  | "5991737.pn"             | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/11<br>16:03 |
| S57 | 2  | "5991737".pn.            | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/11<br>16:03 |
| S58 | 6  | "1627280"                | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/11<br>16:12 |
| S59 | 1  | 2005-029225.NRAN.        | DERWENT   | OR | ON | 2008/07/11<br>16:13 |
| S60 | 4  | "2004104734"             | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/11<br>16:14 |
| S61 | 2  | "6643663".pn.            | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/23<br>13:06 |
| S62 | 22 | feedback with escalation | US-PGPUB;<br>USPAT;<br>USOCR; FPRS;<br>EPO; JPO;<br>DERWENT;<br>IBM_TDB | OR | ON | 2008/07/23<br>14:10 |

|     |    |  |                           |    |    |                     |
|-----|----|--|---------------------------|----|----|---------------------|
| S63 | 11 | ("5355445"   "6012152"   "6064971"   "6085335"   "6292830").PN. OR ("6560589").URPN. | US-PGPUB;<br>USPAT; USOCR | OR | ON | 2008/07/23<br>14:20 |
| S64 | 2  | (data near2 island).as.  | US-PGPUB;<br>USPAT; USOCR | OR | ON | 2008/07/23<br>14:32 |
| S65 | 0  | fowerd with feedback with website  | US-PGPUB;<br>USPAT; USOCR | OR | ON | 2008/07/23<br>17:45 |
| S66 | 2  | forward with feedback with website   | US-PGPUB;<br>USPAT; USOCR | OR | ON | 2008/07/23<br>17:45 |

7/24/2008 1:52:57 PM

C:\Documents and Settings\tanderson\My Documents\EAST\Workspaces\10701085.wsp